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**MESSAGE**

In re Application of: Robert R. Bushey et al.  
Serial Number: 10/679,214  
Date Filed: October 3, 2003  
Group Art: 2641  
Examiner: Unknown  
Confirmation No. 5961  
Title: **System, Method & Software for a User Responsive Call Center  
Customer Service Delivery Solution**

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064198.0176

PATENT APPLICATION  
10/679,214

1

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Robert R. Bushey et al.  
Serial Number: 10/679,214  
Date Filed: October 3, 2003  
Group Art: 2641  
Examiner: Unknown  
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Title: *System, Method & Software for a User Responsive  
Call Center Customer Service Delivery Solution*

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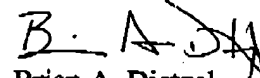
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PATENT APPLICATION  
10/679,214

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10/679,214	10/03/2003	2641	770	<del>064198.0162 (T00496)</del> 064198.0176 (T00536)	5 ✓	20 ✓	3

CONFIRMATION NO. 5961

31625  
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## FILING RECEIPT

OC000000011591608

Date Mailed: 12/31/2003

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## Assignment For Published Patent Application

SBC Knowledge Ventures, L.P., Reno, NV; ✓

## Domestic Priority data as claimed by applicant

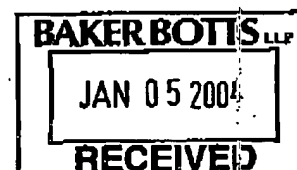
## Foreign Applications

If Required, Foreign Filing License Granted: 12/30/2003

Projected Publication Date: 04/07/2005

Non-Publication Request: No

Early Publication Request: No



**Title**

System, method &amp; software for a user responsive call center customer service delivery solution ✓

**Preliminary Class**

379

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